

Property Compliance Policy

1 Purpose

This policy describes how MTVH has a system and plan for meeting our responsibilities in managing fire, gas, electrical, lift, asbestos, and water safety throughout our properties (referred to as property compliance checks). MTVH is focused on safety and acknowledges our duty to provide safe homes for our customers, visitors, colleagues, and contractors.

This policy must be read in conjunction with MTVH's **Gas Safety Procedure, Water Safety Procedure, Lift Safety Procedure, Electrical & Portable Appliance Testing (PAT) Procedure, Asbestos Management Plan (AMP), Fire Management Plan, and Corporate Fire Safety Procedure.**

2 Scope

The policy and accompanying procedures apply to:

- Property compliance checks where MTVH is responsible for or owns the asset/equipment.
- All MTVH colleagues and contractors who work on, visit, or use our premises, or who may be affected by its activities or services, including agency, bank workers, students, peer mentors and volunteers
- Customers who live in accommodation owned or managed by us
- Customers we deliver community-based services to or that we may encounter in our work.
- Consultants, contractors, suppliers
- All stakeholders/ partners commissioned by us

In addition to the above, this policy applies to the following property types:

- Social rent
- Affordable rent
- Market rent
- Intermediate and keyworker accommodation
- Sheltered Accommodation
- Care and Support
- Communal areas where MTVH is the freeholder
- Properties where MTVH has a management responsibility (including where there is a managing agent e.g. Global Guardians)
- Commercial Properties (depending on the lease)

The Property Compliance Team are not responsible for MTVH office sites and standalone community centres (unless it falls under one of the property types listed above). Compliance checks for these buildings are the responsibility of our Workspace Services Team as listed in the **Estate Overview**.

MTVH's Key Property Compliance Obligations

MTVH will ensure:

- All applicable regulations are adhered to and considered when, completing property compliance checks, carrying out and completing any remedial works & storing/collecting all necessary supporting documentation.

- That the frequency of property compliance checks is in line with the regulations, best practices, and our legal duty.
- That all property compliance checks alongside any remedial works are complete by an approved contractor that hold the correct accreditations and competencies to complete such works. All contractors must adhere to all Health & Safety requirement and regulations.
- We will monitor and manage contractor performance so that relevant KPI's are met and where performance issues are raised, they are addressed and tracked to resolution.
- The Compliance & Technical Services Team will collaborate with other departments to collate documentation relating to compliance checks.

3 Our Approach to Property Compliance

3.1 MTVH's Responsibilities

MTVH acknowledges and accepts its responsibilities in accordance with the regulatory standards, legislation, and approved codes of practice. Should any customer refuse access to carry out the relevant and required property compliance check (and associated maintenance and safety related repair works), MTVH will use all legal remedies available within the terms of the respective tenancy and/or lease agreements. This will be in line with the MTVH Compliance access procedure and the MTVH Emergency Access Policy.

3.2 Training

Colleagues with responsibilities for any compliance safety check, as defined by legislation and this policy, will receive adequate training to enable them to undertake their roles in a competent manner.

3.3 Reporting, Performance and Quality Monitoring

Oversight of MTVH's compliance overall is reviewed as part of our Performance Framework. The Compliance and Technical Services Team will report monthly to Strategy Insight and Performance team which forms the basis of the corporate reporting to Exec and to board which is available on Power BI. Compliance and Technical Services operational teams will report compliance monthly to the Director of Compliance. Compliance is reported as valid certificate, risk assessment or reinspection against the total items on programme and number of out-of-date remedial actions.

MTVH do not include the following within reporting (compliance checks will be carried out in line with the relevant procedure, but will not be reported on):

- Leasehold/shared owner properties for domestic gas safety or electrical safety
- Void properties for domestic gas and electrical safety
- Passenger Lifts that are isolated and not in service are not counted towards the compliance for Lift Operations and Lifting Equipment Regulations (LOLER)
- When reporting on asbestos, a grace period within calendar month is allowed within tolerance for a maximum of 30 days.

MTVH will periodically undertake an asset data review either quarterly as a manual exercise or weekly via systems to ensure adequate assurance is provided so that data held against the organisation's property assets is accurate and up to date. All supporting documentation relating to compliance safety checks are subject to scrutiny via our business applications (**True Compliance & Risk Base**), as well as physical scrutiny by our colleagues.

Where compliance checks are completed by a contractor under contract with MTVH, we maintain oversight of compliance. The appropriate contractor will submit regular performance reports relating to their individual compliance streams in accordance with their contracts.

MTVH have a duty to keep our properties safe. To ensure we meet this duty, for property compliance checks we will engage with external Quality Assurance Contractors, who will audit our compliance checks.

3.4 Regulatory Compliance

Our approach to compliance safety checks, can be found in the relevant procedure. The Property Compliance Team will adhere to the following frequencies for each compliance safety check:

Compliance safety check	Frequency
Gas safety (Domestic)	Annually
Gas safety (Communal)	<ul style="list-style-type: none"> One annual service with full certification One 6 monthly service Two visual inspections of appliances, flues, ventilation, pumps, and controls plus other essential operational equipment.
Water safety (Water Risk Assessment, Care & Support)	Every Two years
Water safety (Water Risk Assessment, all other tenures)	As a minimum every 4 years
Electrical Safety (Domestic & Communal)	Maximum of 5 years or as indicated on the latest EICR inspection
Lift safety (LOLER – Domestic)	Every 6 months
Lift Safety (LOLER – Passenger)	Every 6 months
Fire Risk Assessment	Frequency is determined on a risk basis – please refer to Fire Safety Management Plan for detail.
Asbestos Safety Reinspection	Annually

3.5 Planned Preventative Maintenance

MTVH Property Compliance Team will conduct routine servicing to the below listed equipment in line with the corresponding frequencies (these services do not form part of our corporate reporting):

Service	Frequency
Air Conditioning	5 Years on any unit/units above 12Kw Annually
Ammonia Service Test	1 Months



Booster Pumps	6 Months
CCTV	12 Months
TMV2/TMV3	12Months/6 Months
Chlorination	When required
Closomat	12 Months
Cold Water (inspection)/Break Tank	12 Months
Disabled Toilet/ Bath	6 Months
Domestic Lifts	6 Months
Dry/ Wet Riser	6 Months Visual/12 Months Test
Emergency Lighting	12 Months
Fire Alarm/ Smoke Alarm	6 Months
Fire Extinguishers	12 Months
Hot Water (Calorifier)	12 Months
Lightning protection	12 Months
Man Safe	12 Months
Mechanical Bed/ tables	6 Months
Mechanical Gates	12 Months
Passenger Lifts Servicing	1 Months
PAT Testing	In line with ' <i>Institution of Engineering and Technology and is called the Code of Practice for In-service Inspection and Testing of Electrical Equipment</i> ' frequencies can change dependant on appliance use, type, and environment.
Sewage Pump	6 Months
Smoke Ventilation/ AOV	12 Months
Sprinklers	12 Months
Water Boilers (Drinks)	12 Months

4 Background Regulations and Legislations

Please refer to the **Appendix 1 – Property Compliance Policy - List of Regulation and Legislation** for a full list of applicable regulations and legislation. This appendices forms part of the **Property Compliance Policy** must be read in conjunction with this policy.

5 Our commitment to Equality, Diversity and Inclusion

In implementing this policy MTVH will not discriminate against any colleague, customer, or stakeholder on the grounds of their sex, sexual orientation, gender reassignment status, ethnic origin, age, religious belief, disability, marital status, and pregnancy/maternity. An Equality Impact Assessment has been completed for this Policy and is retained by the Policy Team.

6 Key Policy Information

Policy Owner	Director of Property - Compliance and Technical Services
Author	Property Compliance and Technical Services
Approved by	Director of Property - Compliance and Technical Services
Effective from	March 2024
Approach to review	This Policy & associated Procedures will be reviewed as required by the owner for changes in legislation, regulation, and operational need. Any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues. Next expected review is 5 years from the 'Effective date' of this document.
This is a controlled document maintained and accessible via MTVH's intranet, The Hub. When viewed outside of the intranet, this document should be checked against the master copy held by MTVH to verify that it is the current version, or it shall be considered uncontrolled.	

7 Appendices

- Appendix 1 – Property Compliance Policy - List of Regulation and Legislation